



Sales Administrator

Pathway Communications, a pioneer in Managed IT Services delivers IT solutions such as cloud, colocation, network and systems management, service desk, and cybersecurity services to mid-sized organizations across Canada and the United States. Established in 1995, we continue to grow rapidly and profitably and count several of Canada's most recognizable brands among our clients. Pathway's operations and management teams are located in four offices, three in Canada and one overseas.

We are now gearing up for the next stage of our expansion plan and are seeking a highly competent Senior Sales Administrator to help manage critical sales processes and activities.

RESPONSIBILITIES

Duties of the position include the following:

SALES ADMINISTRATION:

- Track and report on sales activities and results using CRM tools.
- Collate and present performance data to ensure accurate and timely payment of commissions, incentives, and bonuses.
- Coordinate sales presentations, proposals, and RFP responses.
- Maintain a repository of sales documentation, such as product brochures, specification sheets, and proposal templates.
- Liaise with technical proposal writers, external sales trainers, and software vendors to facilitate important sales support tasks.
- Contribute to maintaining market data on competitors' services, pricing, new service features.
- Assist in preparing sales plans, forecasts, and budgets; participate in cost and pricing analyses.
- Make suggestions to improve sales management processes as required.

CUSTOMER SUCCESS :

- Understand customer needs and thoughts through regular, proactive interactions.
- Create performance reports, dashboards, and insights for customers.
- Support the service delivery teams to make compelling client presentations.
- Provide field feedback to sales, marketing, and operations teams to improve service delivery.
- Analyze customer data and competitor offers to identify potential churn signals.
- Report on NPS and customer experience through data from surveys, telephone and in-person interviews, and 'pulse checks.'
- Ensure that customer issues are resolved promptly before they become problems.
- Maintain a positive company image by implementing client-related events and programs.
- Help the sales team upsell services relevant to client needs.
- Prepare and deliver critical incident reports and root cause analyses (RCAs).
- Follow up with new clients to ensure successful onboarding.
- Work with the training team to help the sales teams improve and upgrade technical knowledge and sales competencies through self-paced learning.



Sales Administrator

EDUCATION, EXPERIENCE, AND SKILLS

- A college degree or equivalent with additional IT certifications
- Extremely well organized and methodical with high attention to detail
- Strong interest in information technology, with a good grasp of basic/intermediate IT concepts and terminology
- At least five years of sales administration experience in a technology environment
- Excellent written and verbal English communication skills
- Hands-on work with Account Managers, Sales Engineers, and Technical Writers to compile reports, presentations, and proposals.
- Knowledge and experience working with HubSpot; facility with numbers and spreadsheets.

SKILLS:

- Exceptional interpersonal and persuasive skills
- Ability to handle stressful, client-sensitive matters with equanimity and professionalism.
- Enjoys working with people in a fast-paced, changing, work environment.
- Well organized; capable of meeting deadlines without direction.

LOCATION: Pune.

SHIFT TIMINGS: 5.30pm to 2.30am IST

JOB TYPE: Full-time, permanent